

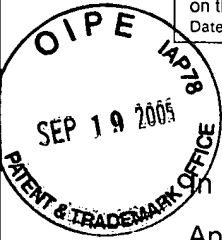
**CERTIFICATE OF MAILING UNDER 37 C.F.R. §1.8**

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail, with sufficient postage, in an envelope addressed to: Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on the below date:

Date: September 15, 2005 Name: John G. Rauch

Signature: *John G. Rauch*

**BRINKS  
HOFFER  
GILSON  
& LIONE**



**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Appln. of: Missinhoun, Jean L.

Appln. No.: 09/608,293

Filed: June 30, 2000

For: **SYSTEM AND METHOD FOR PROVIDING  
A MULTI-CHANNEL CUSTOMER  
INTERACTION CENTER**

Attorney Docket No: 10022/225  
01095-00/US

Examiner: Boyce, Andre D.

Art Unit: 3623

Mail Stop AF  
Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

**TRANSMITTAL**

**Attached is/are:**

- ☒ Amendment After Rejection (9 pages)
- ☒ Return Receipt Postcard

**Fee calculation:**

- ☒ No additional fee is required.
- ☐ Small Entity.
- ☐ An extension fee in an amount of \$\_\_\_\_\_ for a \_\_\_\_\_-month extension of time under 37 C.F.R. § 1.136(a).
- ☐ A petition or processing fee in an amount of \$\_\_\_\_\_ under 37 C.F.R. § 1.17(\_\_\_\_\_).
- ☐ An additional filing fee has been calculated as shown below:

					Small Entity			Not a Small Entity	
	Claims Remaining After Amendment		Highest No. Previously Paid For	Present Extra	Rate	Add'l Fee	or	Rate	Add'l Fee
Total		Minus			x \$25=			x \$50=	
Indep.		Minus			x 100=			x \$200=	
First Presentation of Multiple Dep. Claim					+\$180=			+\$360=	
					Total	\$		Total	\$

**Fee payment:**

- ☐ A check in the amount of \$\_\_\_\_\_ is enclosed.
- ☐ Please charge Deposit Account No. 23-1925 in the amount of \$\_\_\_\_\_. A copy of this Transmittal is enclosed for this purpose.
- ☐ Payment by credit card in the amount of \$\_\_\_\_\_ (Form PTO-2038 is attached).
- ☒ The Director is hereby authorized to charge payment of any additional filing fees required under 37 CFR § 1.16 and any patent application processing fees under 37 CFR § 1.17 associated with this paper (including any extension fee required to ensure that this paper is timely filed), or to credit any overpayment, to Deposit Account No. 23-1925.

Respectfully submitted,

9/15/2005  
Date

*John G. Rauch*  
John G. Rauch (Reg. No. 37,218)

AF  
JW

I hereby certify that this correspondence is being deposited with the United States Postal Service, with sufficient postage, as first class mail in an envelope addressed to:

Mailstop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

on  
September 15, 2005

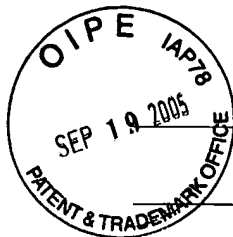
Date of Deposit

John G. Rauch – Reg. No. 37,218

Name of applicant, assignee or  
Registered Representative

Signature

Date of Signature



Our Case No. 10022/225  
Accenture ref. 01095-00/US

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Missinhoun, Jean L.

Serial No. 09/608,293

Filing Date: June 30, 2000

For SYSTEM AND METHOD FOR  
PROVIDING A MULTI-CHANNEL  
CUSTOMER INTERACTION CENTER

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)  
) Examiner Boyce, Andre D.  
)  
) Group Art Unit No. 3623  
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)  
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### AMENDMENT AFTER FINAL REJECTION

Mailstop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

In response to the Final Office Action dated June 15, 2005, reconsideration of the application is respectfully requested.

**A Listing of the Claims** begins on page 2 of this paper.

**Remarks** begin on page 7 of this paper.